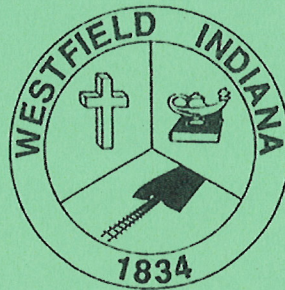# Town of Westfield
Department of Information Technology

Technology Monthly Report
MARCH 2007

Mike Fisher
Director of Information Technology
mfisher@Westfield.IN.gov

Vision Statement

The Department of Information Technology serves as the voice for the technology and communication needs of the Town of Westfield, develops methodology for investment prioritization and implements standards to enable greater coordination of information technology across Town departments and local, state and federal government entities.

The Department of Information Technology creates a corporate culture whereby investments and information sharing are maximized through collaboration and standardized processes across the enterprise resulting in enhanced service to Westfield constituents. Additionally, we strive to align project initiatives with business objectives and forge paths that drive business growth and economic development in Westfield.
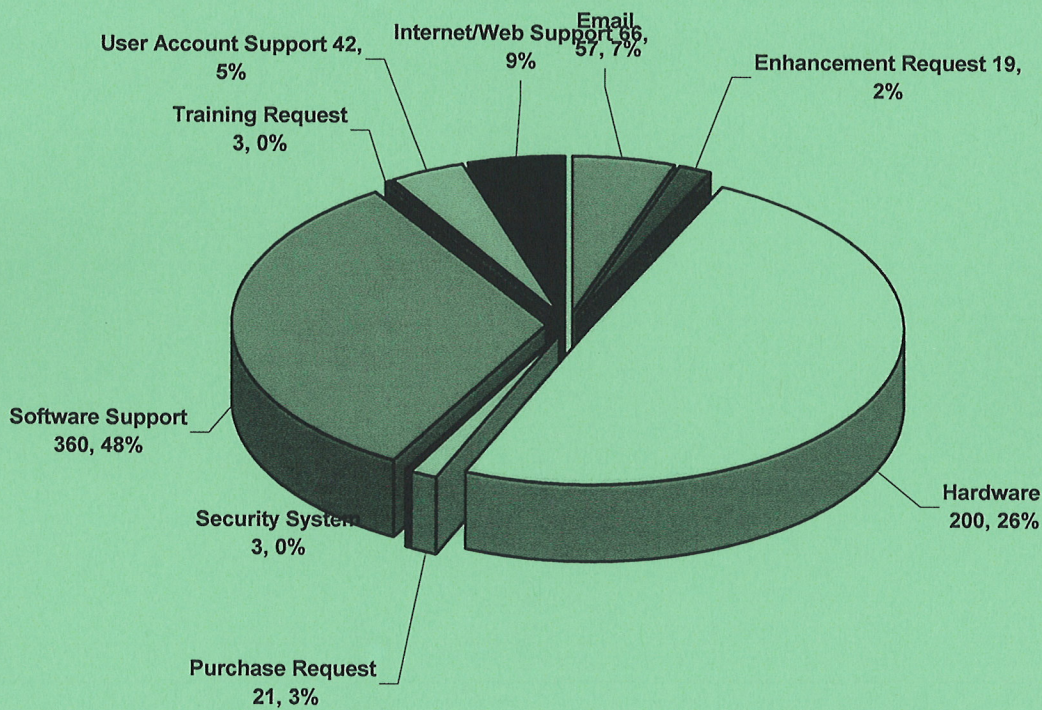
TECH SUPPORT SUMMARY

REQUESTS FOR TECH SUPPORT

	Last Month	This Month	% +/-
Total Accumalitive Work Orders	1140	1277	12
Completed Accumalitive Work Orders	1080	1256	16
Current Open Work Orders	21	21	0

Help Desk Support by Type

User Account Support 42, 5%

Internet/Web Support 66, 9%

Email 57, 7%

Enhancement Request 19, 2%

Training Request 3, 0%

Software Support 360, 48%

Security System 3, 0%

Hardware 200, 26%

Purchase Request 21, 3%

NETWORK SECURITY SUMMARY

Virus Threats	0
SpyWare Detected	0
SpyWare Installation Attempts	0

HelpDesk Stats All-time Pie Chart

Email	83		
Enhancement Request	24		
Hardware	757	Hardware-Laptop	67
Purchase Request	22	Hardware-Printer	54
Security System	7	Hardware-Workstation	72
Software Support	501	Hardware-Networking	45
Training Request	6		252
User Account Support	61		
Internet/Web Support	75		

OUR WEB PRESENCE

Monthly Visitor History

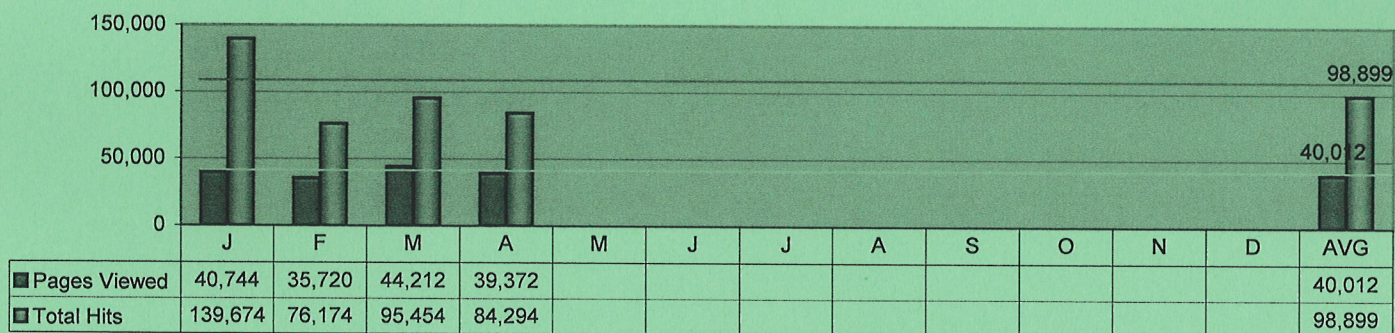|	J	F	M	A	M	J	J	A	S	O	N	D	AVG
▣ Unique Visitors	3,539	3,408	3,794	3,749									3,623
▣ Number of Visits	6,124	5,743	6,873	7,010									6,438

Unique Visitors = The number of different physical persons that reached the site each month.

Number of Visits = Each new incoming visitor that was not connected in the last 60 minutes.

Monthly Hits History

	J	F	M	A	M	J	J	A	S	O	N	D	AVG
▣ Pages Viewed	40,744	35,720	44,212	39,372									40,012
▣ Total Hits	139,674	76,174	95,454	84,294									98,899

Pages Viewed = The number of times a page on the site is viewed.

Total Hits = The number of times a page, image, file is viewed or downloaded by someone.

	Unique Visitors	Number of Visits	Pages Viewed	Total Hits	
J	3,539	6,124	40,744	139,674	
F	3,408	5,743	35,720	76,174	
M	3,794	6,873	44,212	95,454	
A	3,749	7,010	39,372	84,294	
M					
J					
J					
A					
S					
O					
N					
D					
Total	14490.00	25750.00	160048.00	395596.00	
AVG	3,623	6,438	40,012	98,899	